

Draft Solicitation

SP0600-04-R-XXXX

Attachment 1

## STATEMENT OF OBJECTIVES

## **Table of Contents**

<b>Background.....</b>	<b>3</b>
<b>History.....</b>	<b>3</b>
<b>Current Process.....</b>	<b>3-6</b>
<b>Statement of Objectives.....</b>	<b>6</b>
<b>Vision.....</b>	<b>6</b>
<b>Scope.....</b>	<b>6</b>
<b>Objectives.....</b>	<b>7</b>

## **Background**

### **1. History**

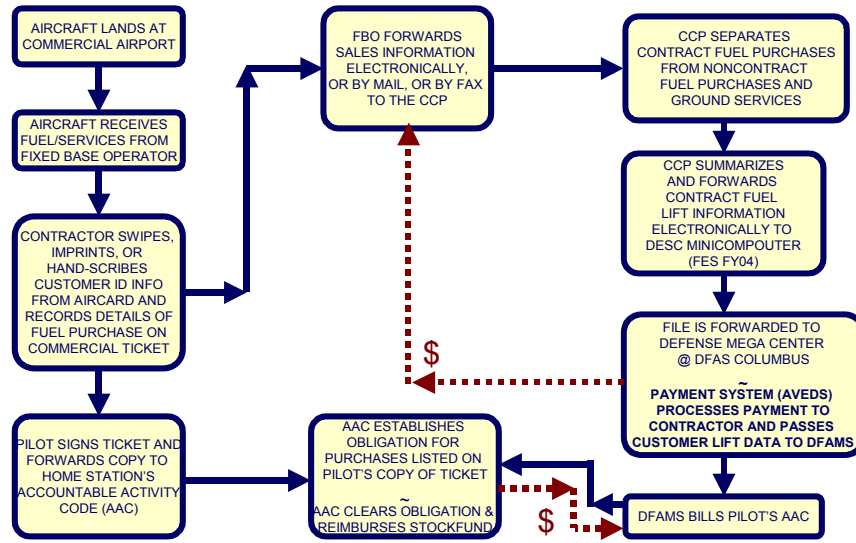
The Aviation Into-plane Reimbursement (AIR) Card and Ship's bunkers' Easy Acquisition (SEA) Card programs are programs in which the Defense Energy Support Center (DESC) envisions using commercially available technology to provide credit card services to all Department of Defense and Federal Civilian agencies for the worldwide procurement of aviation and ships bunker fuel and related ancillary services at commercial airports and seaports. The AIR card program has used a since 1997 and is working exceptionally well. The SEA Card program previously used a magnetic strip program that was never widely accepted by our customers due to safety concerns. The ships' bunker program has since reverted to a paper based, labor intensive ordering system.

### **2. Current Process**

Currently there are over 20,000 active cards and on average 20,000 transactions per month in upwards of 1000 locations. The Government prefers to eliminate the need for Government Furnished Equipment in this program. Currently, the Government provides either imprinter or POS (point of sale) readers at no cost to successful contractors. DESC had previously assigned Service CORs (Contracting Officer Representatives) from each military service petroleum office to update the main database. The AO (Approving Officials) will now assume those duties. The AIR/SEA Card program management office designates one card per plane or vessel, each grouped under DESC designated (AO). AOs are designated to assign responsibility for card usage and to reflect a unit's hierarchical make-up. The cards, training, billing, agreements with contracted vendors, hardware and software, record keeping, and coordination are all conducted by the card facilitator. Card transactions are executed electronically, but may be completed manually, if required. The purchases made are generally for fuel from a DESC contract, but non-contract local purchases are also charged to the card. The card facilitator is responsible for split billing. DESC receives all bills for fuel, and ancillary/ground services are billed to the unit incurring the charge. The card facilitator interfaces with DESC financial and other automated systems. Occasionally the program contractor will act as the Government agent to establish agreements with foreign nations and/or firms for the sale of fuel.

# AVIATION INTOPLANE REIMBURSEMENT CARD

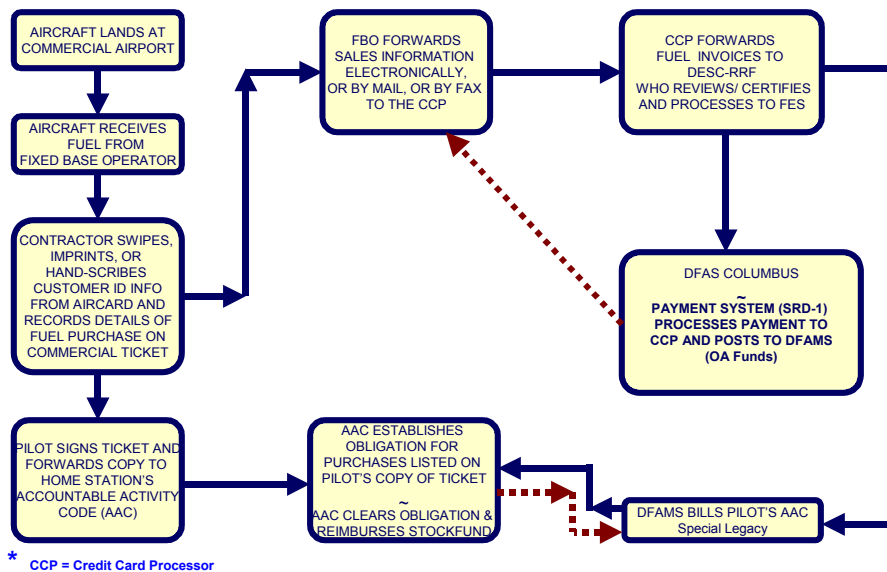
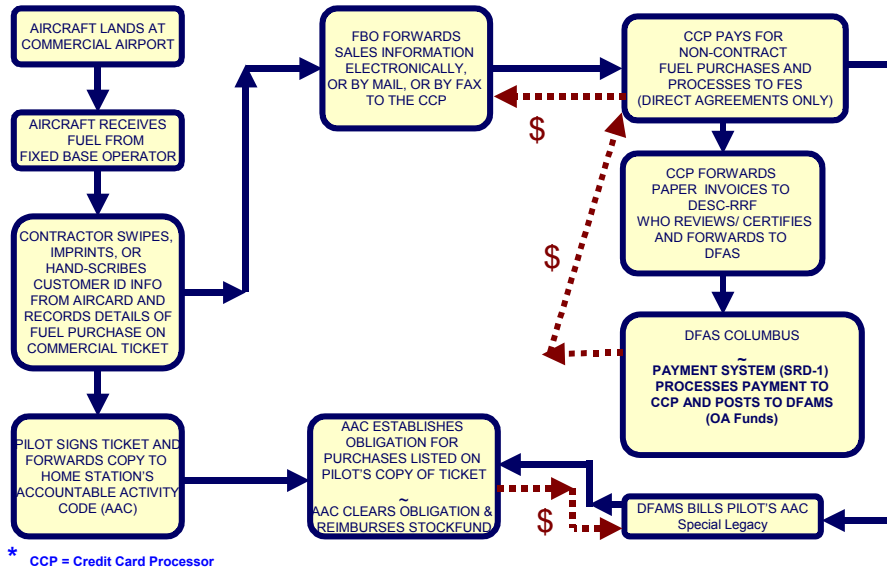
## DESC Contract Fuel Process



\* CCP = Credit Card Processor

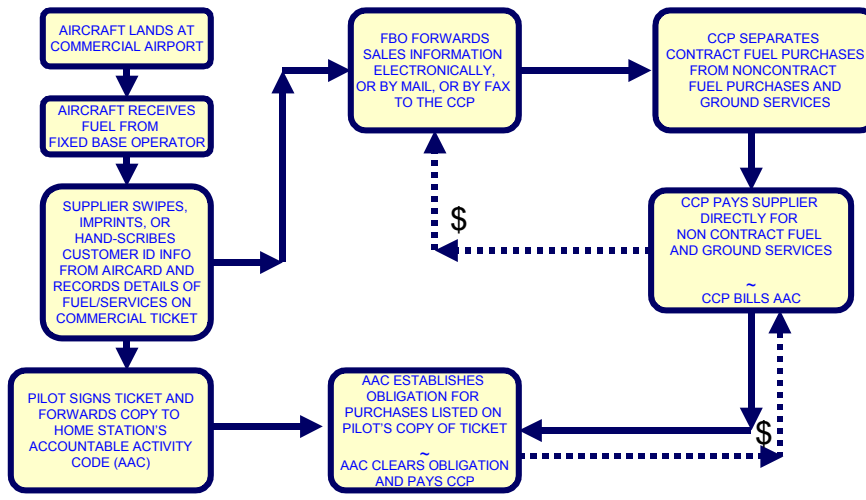
# *AVIATION INTOPLANE REIMBURSEMENT CARD*

## *Non-DESC Contract Fuel Process (AVCARD Direct Agreement)*



## *AVIATION INTOPLANE REIMBURSEMENT CARD*

### *Non-DESC Contract Ground Services Process*



\* CCP = Credit Card Processor

### Statement of Objectives

#### **3. Vision**

The purpose of this acquisition is to move to a totally commercial solution that will significantly improve service to our customers. This effort shall provide DESC with a state of the art, commercial, affordable, high performance, flexible, responsive system for processing fuel and ancillary service transactions at commercial airports and seaports. This service shall be implemented and sustained across all the services and Federal Government.

#### **4. Scope**

The purpose of this acquisition is to provide the full range of credit card support to the customer for aviation and bunker fuel world-wide. This Statement of Objectives reflects current DoD/DESC policies and practices, allowing offerors to propose a price and a solution to known requirements. It is anticipated that information systems and formats will change over the life of this acquisition. That requires the contractor to be prepared to change with DESC.

## Statement of Objectives (SOO) for Card Services

1. Commercial electronic solution using commercially available infrastructure or recommend Government Furnished Equipment. Provision, design, and distribution of Credit Cards for use in electronic point of sale (ePOS) devices at the refueling point. (Prefer no Government Furnished Equipment)
2. Worldwide card acceptance at commercial airports and seaports with ability to sort DESC contracted purchases from commercial purchases.
3. Split billing functionality, fuel card processor(s) must send fuel transactions to DESC; non-fuel transactions routed to the home station payment office responsible for the charges.
4. Consolidated tax reporting requirements. Separate invoicing for federal and state taxes. Maintain records of Government exempt taxes, advise merchants of tax exemptions, and return invoices upon receipt of exempt tax transactions.
5. No cost card acceptance at Military Installations. Ability to support a service agreement for selling miscellaneous ground services to AIR Cardholders on military installations.
6. Electronic Transactional Data Capture mechanism for the procurement of aviation and or bunker fuel (air and sea card) transactions. Capture all sales by airport/seaport code and reference in sales records. Transmit files in FTP format, individuality reported to DESC, not rolled up. File format must be included. Must use ANCX-12 format with file migration to XML as the Government converts.
7. Interface electronically with DESC Fuels Automated System (FAS). Maintain pace and compatibility with Government software modifications or updates.
8. Capability to provide electronic invoices for non-fuel purchases as requested.
9. On-line transaction reconciliation for card user for both fuel and local purchases with ability to dispute transactions. After dispute is investigated, provide for return transactions.
10. Provide on-line data mining tools and the query capability to create adhoc and monthly reports by user.
11. Provide and transmit Level III data for each transaction. Data requirements to be provided.
12. Payment of local purchases. DESC shall be billed electronically on a weekly basis. Transactions should be listed individually with Level III tax data identified
13. Provide 24/7 Help Desk staffed to adequately handle customer volume with little or no waiting, assist customers with pre-arrangements, card refusal situations, location information, etc.
14. Maintain historical transactional data for 6 years, 3 months after final payments. (Applies to all financial transactions).
15. Maintain ability to conduct occasional pre-payments.
16. Maintain electronic and offline process.
17. Provide Online enrollment, update, and approval process to include training of Approving Official, Ordering official, automatic card activation process renewal, to include continual updates for identification of the accountable official.
18. Ability to process for payment Foreign Government Fuel Invoices, State Department – Embassies Fuel Invoices.
19. Enroll and maintain the customer database, 1122 Program Fuel Invoices accommodation, Federal Civilians Fuel Invoices, and track purchases through reports.
20. Meet all DoD security requirements for personnel and data.
21. Record all transactions by actual lift date of transactions.
22. Ability to record transactions for Tanker Transports, into-truck, into-bladder, and other temporary fuel operations.
23. Ability to reverse post or correct any challenged fuel transaction and credit the Defense Working Capital Fund.
24. Aggressively pursue acceptance agreements for maximum coverage, both routine and on a contingency basis.
25. Obtain and pass on any negotiated fuel discounts or savings obtained below airfield/port suppliers offered price. Provide report of savings each quarter.
26. Offer other value added products and services.
27. Provide Quality Assurance plan to monitor performance and accuracy of system.
28. Provide a reward, penalty, and method of measure for each listed objective.
29. Provide a combined proposal for a single fuel card solution or separately address the SEA Card or AIR Card.
30. Include detailed SOW in proposal satisfying all Objectives, as well as a level 3 WBS.